Tenth Annual Finance Conference

THE PERSONNEL/PAY INTERFACE

Renaissance Cleveland Hotel
Tower City Center
Cleveland, Ohio
March 28-30, 2000

Presenters: CHERYL CATANIA
CWO4 LOIS CLARK

OBJECTIVES

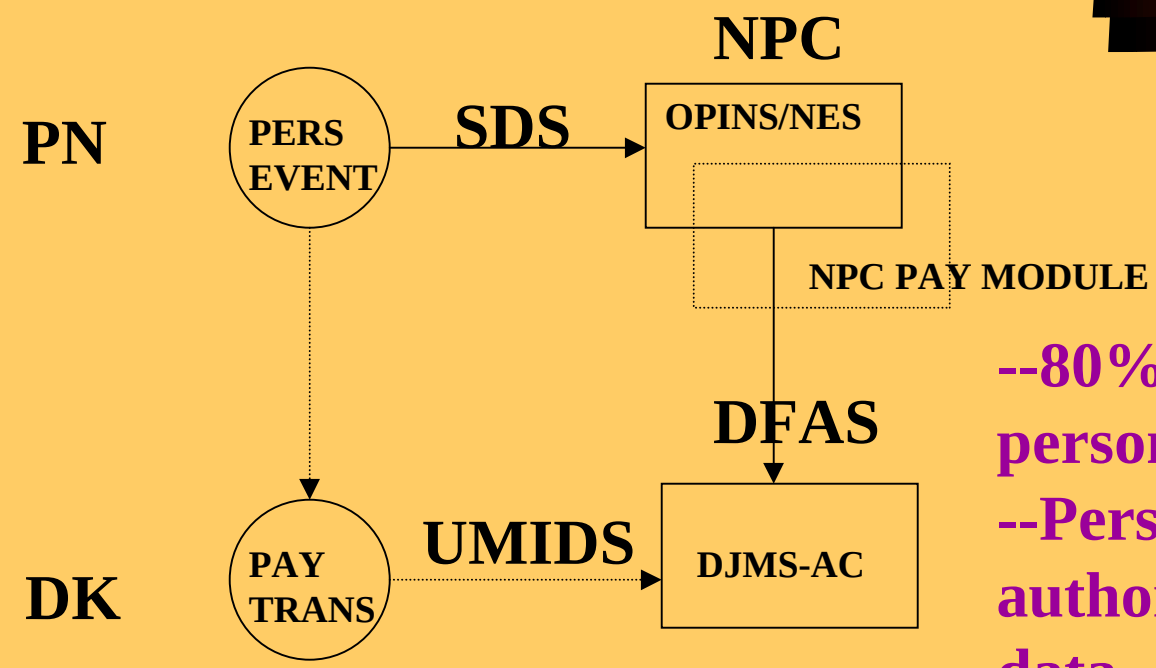
- THE INTERFACE AT THE CORPORATE LEVEL
- DAILY BUSINESS (WHO, WHAT, WHEN)
- QUARTERLY INTERFACE MEETINGS
- THE RECONCILIATION PROCESS
- PERS/PAY ASSISTANCE CENTER

THE INTERFACE AT THE CORPORATE LEVEL

- **The PERS/PAY Interface has been in existence since 1976**
- **Evolved and remained a constant over the years of change**
- **Continues to be a “team effort” to support the Navy member**

THE INTERFACE AT THE CORPORATE LEVEL

The Relationship: Personnel drives Pay



--80% of transactions are personnel driven

--Personnel the authoritative source for data

--Personnel data maintained at corporate supports plans, policies, procedures, manning

The Partnership: PN/DK NPC/DFAS

DAILY BUSINESS

- **Working with Functional Program Managers**
  e.g. Enlisted Bonus, Surface Warfare, Nuclear
- **SRB Desk, SDAP**
- **Medical/Dental (BUMED and NPC)**
- **Data Quality Management Section**
- **PPAC MOU's for processing**
- **NPC Rejected Transactions**

QUARTERLY PERS/PAY INTERFACE MTGS

- **Co-Sponsored by NPC/DFAS**

Attendees: **Functional Program Managers**
Personnel Data Owners
System Processing Personnel
Field, NPC, and DFAS Central site operations

Agenda:
1. **All personnel events that impact pay**
   e.g. Accessions, Reenlistments/Extensions, Separations, Medical, Nuclear, Submarine, PEBD
2. **System Updates (Y2K, NSIPS)**
3. **Policy Updates**

- **Jan 2000 Meeting added Reserve Community/System Managers**

QUARTERLY PERS/PAY INTERFACE MTGS

ACCOMPLISHMENTS:

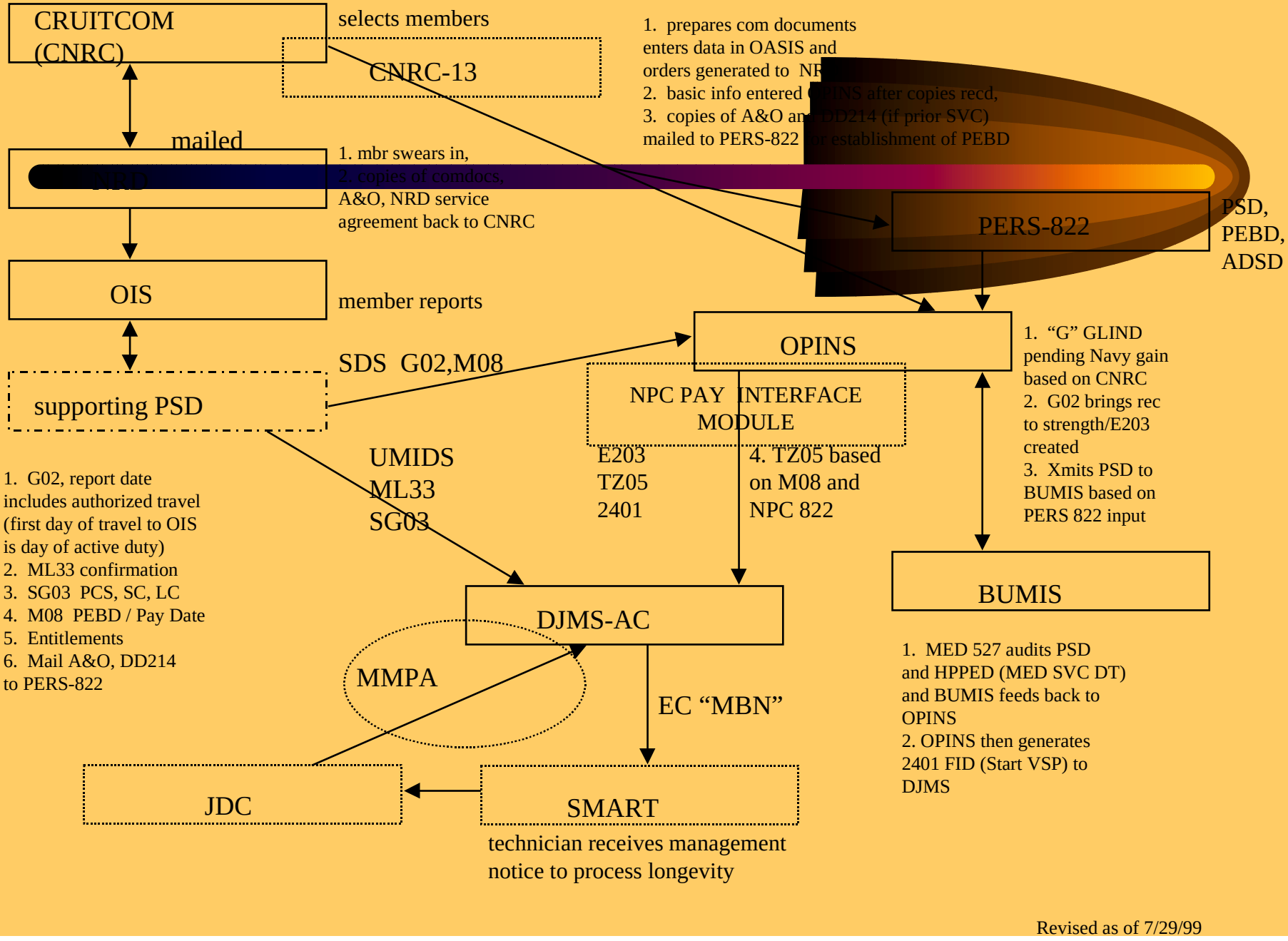
1. **Process Flow Diagrams**
    a. **Identify areas for improvement**
    b. **Provide understanding of system/procedures**

2. **Initiation of System Change Requests or Trouble Reports**
    a. **File searches**

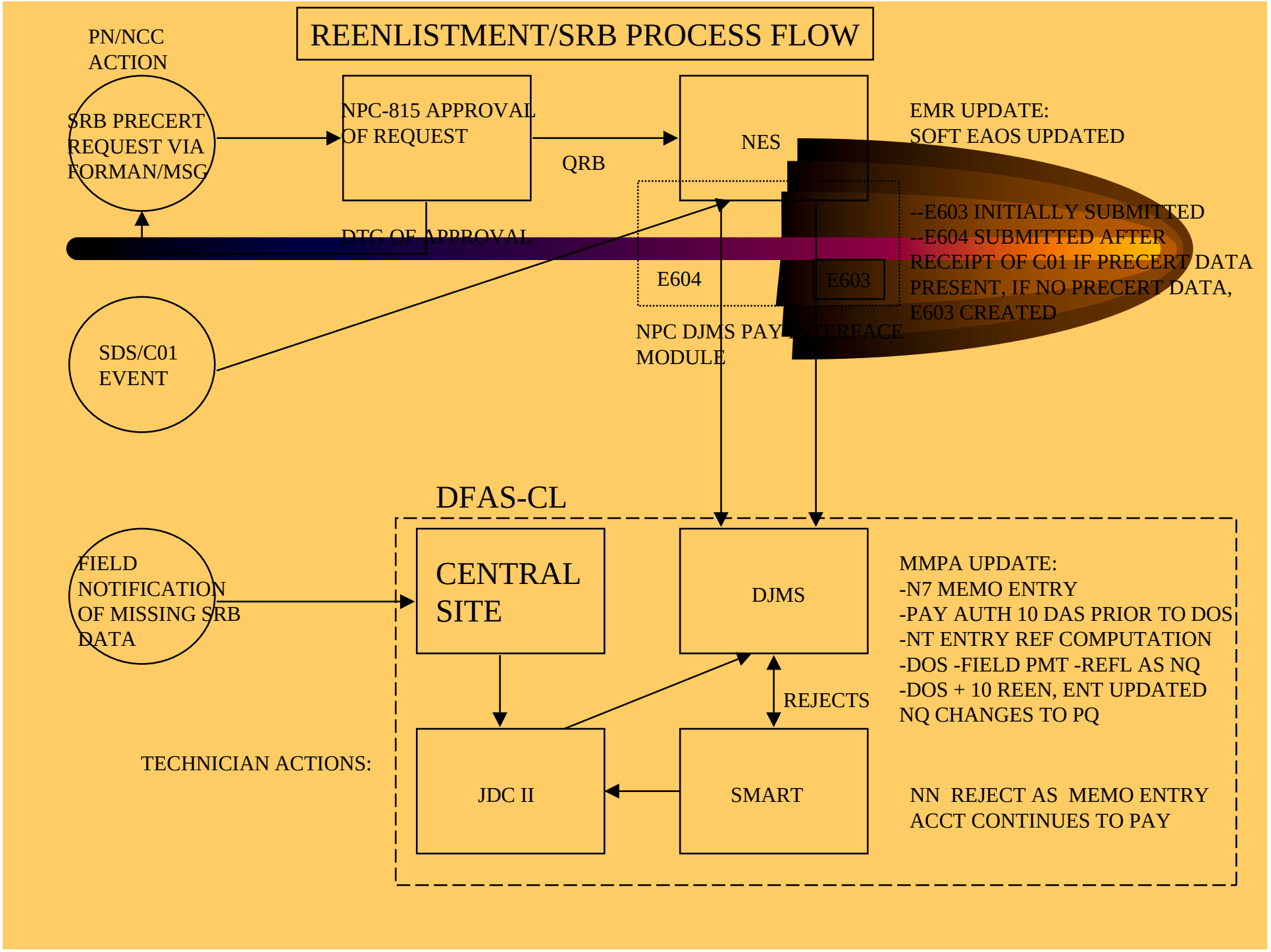
3. **Promulgation of Information/Procedures**
    a. **Military Pay Advisories, Navy Pay Tips, PTG**
    b. **Pers/Pay Bulletin, Links**

4. **Exchange of Information/Heads up**

DIRECT ACCESSIONS, MEDICAL

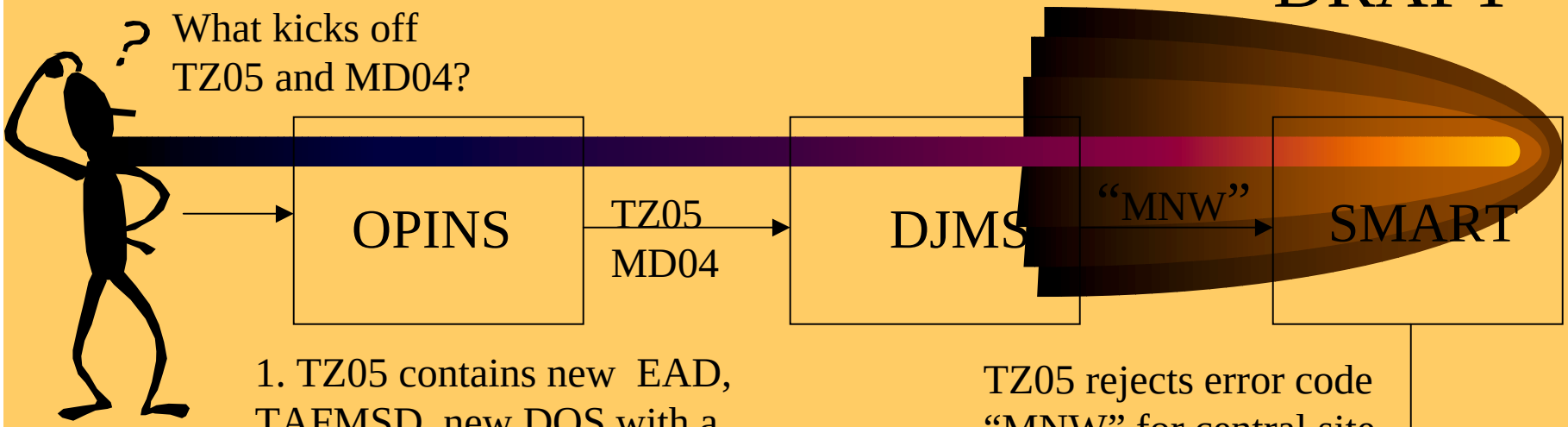


Revised as of 7/29/99


REENLISTMENT/SRB PROCESS FLOW
PN/NCC ACTION
SRB PRECERT REQUEST VIA FORMAN/MSG
NPC-815 APPROVAL OF REQUEST
QRB
NES
EMR UPDATE:
SOFT EAOS UPDATED
DTG OF APPROVAL
E604
E603
--E603 INITIALLY SUBMITTED
--E604 SUBMITTED AFTER RECEIPT OF C01 IF PRECERT DATA PRESENT, IF NO PRECERT DATA, E603 CREATED
NPC DJMS PAY INTERFACE MODULE
SDS/C01 EVENT
DFAS-CL
FIELD NOTIFICATION OF MISSING SRB DATA
CENTRAL SITE
DJMS
MMPA UPDATE:
-N7 MEMO ENTRY
-PAY AUTH 10 DAS PRIOR TO DOS
-NT ENTRY REF COMPUTATION
-DOS -FIELD PMT -REFL AS NQ
-DOS + 10 REEN, ENT UPDATED
NQ CHANGES TO PQ
REJECTS
TECHNICIAN ACTIONS:
JDC II
SMART
NN REJECT AS MEMO ENTRY
ACCT CONTINUES TO PAY

UNIFORM SERVICES UNIVERSITY OF HEALTH SCIENCES (ENTRANCE)

DRAFT



1. TZ05 contains new EAD, TAFMSD, new DOS with a Verify Indicator of 3 meaning entering USUHS.
2. MD04 demotes mbr to 01 if higher rank.

TZ05 rejects error code "MNW" for central site intervention.

MMPA

JDC

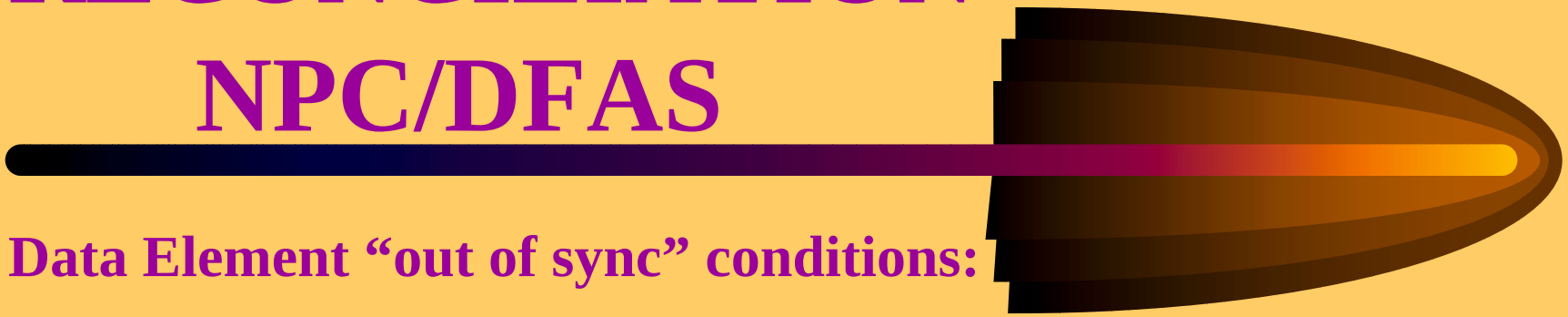
MMPA EAD will be date entered school. Verify Indicator of 3 on TK line will ensure no longevity processing.

Central site has to do "uniques" overlays
9804 - EAD, TAFMSD, DOS
9804 - "VERIFY IND OF 3 ON TK "

RECONCILIATION

- Reconciliation “bump” process existed in conjunction with the PERS/PAY interface since 1976
- Process adjusted with conversion to DJMS-AC
- NPC compares files monthly
- “No Matches” - currently 54 being reviewed
  - --duplicate SSN
  - --established in error
  - --purged accounts
- Data element discrepancies being reviewed by:
  - --functional owners
  - --Data Quality Mgt division
  - --DFAS-CL/FM central site

RECONCILIATION NPC/DFAS



Data Element “out of sync” conditions:

OFFICER	ENLISTED
NAME	NAME
GRADE	GRADE
PAY EFF DT	PAY EFF DT
DATE GAIN ACDU	CURR ENL DATE
PEBD	PEBD
SEX	CURR ACDU DATE
SVC COMPONENT	SEX
HPPED	SOFT EAOS
HPSD	EAOS
OVER 4 ENL IND	SVC COMPONENT
ASD	

RECONCILIATION FIELD/NPC/DFAS

Missing Data Verifications:

	NPC/Field	
Expired ETS/EAOS	**2,089**	
Missing Separations	**871**	
Missing Operative Extension/ Retain in SVC Expired	**1,218**	

	DFAS/Field	
Separation Confirmation rec'd from NPC, No E503	**298**	
Unconfirmed Accessions	**57**	

PERS/PAY ASSISTANCE CENTER

BENEFITS

- Identify training needs
- Identify system problems
- Positive synergy between DFAS and NPC staffs
- Customer satisfaction: Single POC for sailors with unresolved personnel and/or pay problems

PPAC
CURRENT METRICS

- **Trouble reports received: 24,012**
- **Trouble reports resolved: 23,456**
- **Work in progress: 646**
  - **-DFAS action: 188**
  - **-NPC action: 458**
- **Average number of pay impactive calls per day: 20**

PPAC
CURRENT METRICS

- 1 November 1999 - 10 March 2000
- Total Issues - 8,629
- DFAS Action - 1,293 - 14.9%

- 1 January 2000 - 10 March 2000
- Total Issues - 5,842
- PSD Involvement - 3,957 - 67.7%